

Collaboration, Communities, Well-being and Information System

**Abdul Rahman Bin Ahmad Dahlan
Muhd Rosydi Bin Muhammad**



IIUM PRESS

INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA

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IIUM Press

Published by:
IIUM Press
International Islamic University Malaysia

First Edition, 2011
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Perpustakaan Negara Malaysia

Cataloguing-in-Publication Data

Bibliography p.
Includes Index

ISBN

ISBN: 978-967-418-102-4

Member of Majlis Penerbitan Ilmiah Malaysia – MAPIM
(Malaysian Scholarly Publishing Council)

Printed by:
IIUM PRINTING SDN. BHD.
No. 1, Jalan Industri Batu Caves 1/3
Taman Perindustrian Batu Caves
Batu Caves Centre Point
68100 Batu Caves
Selangor Darul Ehsan

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ABSTRACT

Governments around the world are facing with the challenge of transformation and the need to recreate government systems by leveraging and optimizing information and communication technologies (ICT) in order to improve the quality and minimizing the cost of delivering services. The aim of this paper is to propose and illustrate the information sharing and collaboration across government agencies in Malaysia under the “Whole-of-Government” approach in providing citizens and public with timely and convenient access to personal information and other related services offered by the government. This approach, as stated by MAMPU in “The Malaysian Public Sector ICT Strategic Plan 2011 – 2015”, requires agencies to work across portfolio boundaries and federal, state and local levels as an integrated government.

11.1 INTRODUCTION

A person who lost MyKad that contains all four key categories of information about the person that are personal identification, driving license, passport and health will face the potential of various problems. In order to overcome these problems, our group proposes to develop a new gateway called ‘e-One portal’. This e-One portal is like MyKad but the main difference is that MyKad is a physical item and it is easy for holders to lose it compared to e-One portal, which offers the most convenient and practical way to identify citizens. The functions of e-One portal are similar to MyKad. Our proposed project is about enhancing government service delivery through the streamlining of ICT architecture; optimize and enhance ICT operations through ICT